Getting Started Guide

HP Workstation xw5000

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Important Safety Warnings

Avoiding Electrical Shocks

WARNING **To avoid electrical shock, do not open the power supplies. There are no user-serviceable parts inside.**

To avoid electrical shock and harm to your eyes by laser light, do not open the CD/DVD laser module. The laser module should be serviced by service personnel only. Do not attempt to make any adjustment to the laser unit. Refer to the label on the CD/DVD for power requirements and wavelength. This product is a class I laser product.

Removing and Replacing the Cover

WARNING **For your safety, never remove the system side cover without first disconnecting the power cord from the power outlet and removing any connection to a telecommunications network. If a Power Protection Device is fitted to your system, you must shut down your computer using its on/off switch, then remove the power cord before removing the system's side cover. Remove the Power Protection Device cables before any servicing operation. Always replace the side cover before switching the system on again.**

Battery Safety Information

WARNING **There is a danger of explosion if the battery is incorrectly installed. For your safety, never attempt to recharge, disassemble, or burn an old battery. Replace the battery with the same or equivalent type, as recommended by the manufacturer.**

The battery in this system is a lithium battery that does not contain any heavy metals. However, to protect the environment, do not dispose of batteries in household waste. Return used batteries either to the shop from which you bought them, to the dealer from whom you purchased your system, or to HP so that they can either be recycled or disposed of in the correct way. Returned batteries will be accepted free of charge.

Avoiding Burn Injuries

WARNING **Some parts inside the computer will be hot. Wait approximately three to five minutes for them to cool down before touching them.**

Avoiding Static Electricity

CAUTION Static electricity can damage electronic components. Turn OFF all equipment before installing an accessory card. Don't let your clothes touch any accessory card. To equalize the static electricity when replacing an accessory card, rest the accessory card bag on top of the system, making sure it touches a metal part of chassis, while you are removing the card from the bag. Handle the card as little as possible and with care.

Information on Ergonomic Issues

It is strongly recommended that you read the "Safety and Comfort Guide" provided with your workstation, before using your system.

Recycling Your System

HP has a strong commitment toward the environment. Your HP system has been designed to respect the environment as much as possible. HP can also take back your old system for recycling when it reaches the end of its useful life. HP has a product take-back program in several countries. The collected equipment is sent to one of HP's recycling facilities in Europe or the U.S.A. As many parts as possible are reused. The remainder is recycled. Special care is taken for batteries and other potential toxic substances, these are reduced into non-harmful components through special chemical processes. If you require more details about HP's product take-back program, contact your local dealer or your nearest HP Sales Office.

1 Setting up and Using Your Workstation

Setting Up Your Workstation

WARNING **If you have any doubt that you can lift the workstation and monitor safely, do not move them without help.**

Prepare Your Workspace

1. Unpack all components.
2. Place your monitor on a sturdy desk with easily accessible power outlets and enough space for the keyboard, mouse, and any other accessories.
3. Position the workstation on a sturdy desk or the floor with the front and rear connectors easily accessible. The workstation must be close enough to the peripherals so that the cables can be connected.

Installation Tools

No tools are required for basic setup.

Install Your Graphics Card

The HP workstation is available with a range of graphics cards. For a complete and current list of supported cards, see:

http://www.hp.com/workstations/products/winnt/leadership_graphics/

Some video cards are pre-installed in the system, whereas others are packaged separately and shipped with the system.

If your workstation did not ship with a pre-installed graphics card, you must install the card and load the drivers. Refer to the documentation included with your graphics card for instructions.

Connect the Components

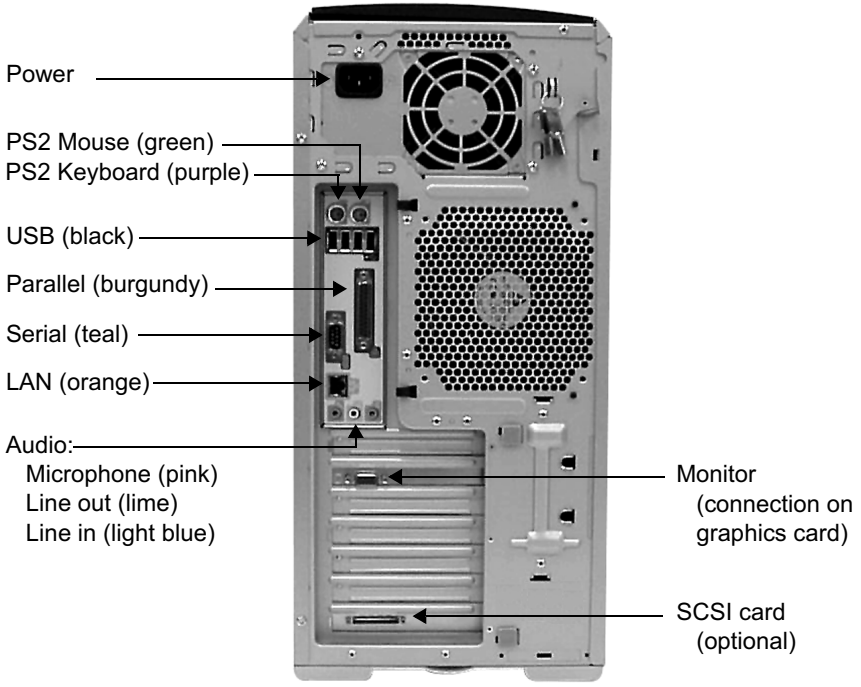
Before you connect any cords or cables to your workstation, read “Important Safety Warnings” on page 7.

The workstation has front- and rear-panel connectors. The cable connectors are color-matched to their corresponding ports. The connectors are shaped to go in one way only.

The rear panel of the system has these connectors:

- power
- mouse (PS2)
- keyboard (PS2)
- quad USB
- serial port
- parallel port
- LAN
- audio line out
- audio line in
- microphone
- monitor connection on graphics card
- external SCSI connector (requires optional SCSI adapter card)

Figure 1-1 xw5000 Rear Panel Connectors

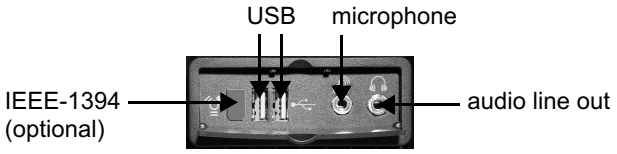


The front panel of the workstation includes these connectors:

- dual USB
- audio line out (speakers or headphones)
- microphone
- IEEE-1394 (FireWire) (optional)

NOTE Flip down the front panel cover to access the front panel connectors. You can remove this cover for easier access to the connectors.

Figure 1-2 xw5000 Front Panel Connectors



Connect the components:

1. Connect the display cable to the monitor and graphics card connectors. Lightly tighten the attachment screws.

NOTE Depending on the graphics card you ordered and whether your monitor is analog or digital, you may also need to connect a dongle to convert between digital and analog signals.

2. Connect the mouse and keyboard to the ports on the rear panel of the system.
3. If you have a printer and it has a:
   - parallel port connector, connect your printer cable to the parallel port and tighten the attachment screws.
   - USB connector, connect your printer cable to a USB connector on the rear of the system.

   Connect any serial devices to the serial port.
4. Connect any USB accessories to the front- or rear-panel USB connectors.

5. If you have a microphone, headphones or amplified speakers, connect them to the audio ports on the front or rear panel of the system.

NOTE The internal speaker is deactivated after you connect speakers or headphones to the front or rear-panel line out jack.

Connect to a Local Area Network (LAN)

The workstation includes a 10BT/100TX LAN auto-sensing interface adapter supporting both 10Mbps and 100Mbps operation.

Connect the network cable to the LAN connector on the rear panel of the system.

Connect the Power Cords

WARNING **For your safety, always connect equipment to a grounded wall outlet. Always use the power cord provided with the equipment with a properly grounded outlet. To disconnect the workstation from power, you must remove the power cord from the power outlet. Therefore, the equipment must be located near an easily accessible power outlet.**

1. Connect the power cords to the rear of the monitor and the workstation.
2. Connect both power cords to grounded outlets.

Starting and Shutting Down Your Workstation

Starting your Workstation for the First Time

Your workstation has Microsoft® Windows® 2000 or Microsoft® Windows® XP pre-installed. The system initializes the software the first time you start the workstation. The software-initialization process takes a few minutes. This process sets up your software to use the hardware installed in your computer. (You can change the settings after the software has been initialized.)

1. Turn on the monitor and any peripherals you have attached to the system.

CAUTION Some peripherals specifically state that you should not attach the device until the drivers are installed. Refer to the documentation for your peripherals for more information.

2. Press the power button on the front panel of the workstation. When you start your workstation:
   - The Power-On-Self-Test (POST) runs while the workstation logo is displayed. To view the details of this test, press **Esc**. If an error occurs in the POST, the error is displayed automatically.
   - The system initializes the software automatically after POST is complete.

CAUTION Do not turn off your workstation while the system is initializing the software.

3. If prompted, select a language for your workstation.

4. Customize your workstation.

   In *Windows 2000 Professional*, the "Welcome to the Windows 2000 Setup Wizard" runs. When prompted:

   - Accept the Microsoft license agreement.
   - Choose the correct keyboard, time zone, and region settings for your workstation and location.
   - Identify yourself and your organization.
   - Set the date, time and time zone.

   In *Windows XP Professional*, the "Welcome to Microsoft Windows" screen displays. When prompted:

   - Choose your region, language, and keyboard.
   - Pick your time zone.
   - Accept the Microsoft End User License Agreement (EULA).
   - Choose a computer name for your workstation.
   - Set up Internet connection or skip to next section.
   - Register with Microsoft (optional).
   - When prompted, click **Finish** to restart the workstation. After the system restarts, you can log in for the first time.

Installing Additional System Software

Some system software is pre-loaded on the workstation hard drive, but not installed.

To install this software:

1. Start the InstallShield® wizard:

   In *Windows 2000 Professional*, double-click the **Software Setup** icon on the desktop.

   In *Windows XP Professional*, select **Start > All Programs > Software Setup**.

2. Follow the instructions on your screen to install the desired application or driver:

   - Diagnostics for Windows (online diagnostics)
   - Logitech® Mouseware® (mouse driver)

Creating an Emergency Repair Disk (ERD)

Creating an ERD for the OS is important. Use new floppy disks for this purpose.

For more information, refer to the OS documentation.

Starting Your Workstation

The following features are available during startup:

- **Instant Boot Menu**
- **Keys During POST and Setup**
- **Windows Boot Options**

Instant Boot Menu

The Instant Boot Menu allows you to choose a boot device without running the Setup program and rebooting the system. The choice is valid for this boot only; setup preferences are not modified.

To select a boot option:

- Press **F8** when the HP splash screen is displayed.

This screen lists only allowed boot devices. For example, if the administrator has disabled the “boot from floppy” option in Setup program, the floppy drive will not be listed in the Instant Boot Menu.

Keys During POST and Setup

The POST Welcome screen (HP logo) displays the following choices:

- **Esc** — Summary. If you press **Esc** during POST, the BIOS displays a summary of the configuration information before loading the OS.
- **F2** — Setup
- **F8** — Boot Order
- **F12** — Forced Network Boot

In case of a warning or error, the following options are also available:

- **F1** — Continue
- **Enter** — View Errors

Windows Boot Options

Windows also allows you to choose between available boot modes. To select a boot option:

- Press **F8** when the **Starting Windows…** message appears at the bottom of the screen.

Shutting Down Your Workstation

To shut down your workstation:

1. Exit all applications.
2. Shut down the workstation:
   - If you have programmed your power button to shut down the system, press the power button. Windows quits and the system powers down.
   - If you have not programmed your power button for shut-down, select **Start > Shut Down**. A list of shutdown options supported by your OS appears.

     Select one of the options and click **OK**.

CAUTION Always power off through the OS. Do not use the power button or reset button to power off, except during extreme circumstances (for example, when the system will not shut down through the OS). Using the power button or reset button to power down may cause you to lose unsaved data from open applications. For more information about shutdown options such as Standby and Hibernate, see “Using Power Management” on page 29.

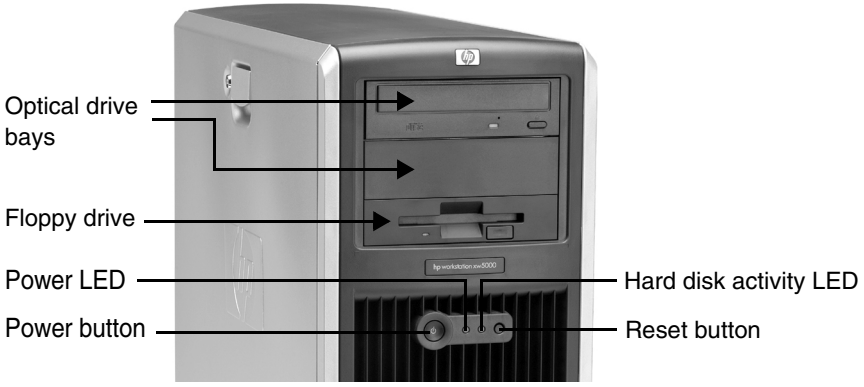
Using Your Workstation

Understanding the Control Panel

The hardware control panel located on the front of the workstation includes the following features:

- optical drive(s)
- floppy drive
- power on/off button
- reset button
- power LED
- hard disk activity LED

Figure 1-3 xw5000 Front Panel Controls



Power On / Off button. Press this button to start the workstation. You can also wake the workstation from Hibernate or Standby mode by pressing this button for less than four seconds. To turn the workstation off, press this button for more than four seconds (see “Shutting Down Your Workstation” on page 20).

Power LED indicates system status:

- Solid green — system is on.
- Solid yellow — workstation is in Standby or Hibernate mode.
- Flashing yellow, flashing red, or solid red — system error.

Reset button. Press this button to re-initialize all the hardware without cycling power to the system (soft boot). Avoid general use of this button because file damage may occur. Always use the OS Shut Down command before resetting the machine.

Hard Disk Activity LED. Flickers when your hard disk is being accessed.

Using Your Mouse and Keyboard

Your workstation ships with an Easy Access Keyboard, shown below.

Figure 1-4 HP Easy Access Keyboard

Special Function Keys

The Easy Access Keyboard has the following special function keys:

- **Ctrl key.** Used in combination with another key; its effect depends on the application software you are using.
- **Windows Logo key.** Used in combination with other keys to perform other functions (see “The Windows Logo Key” on page 24).
- **Alt key.** Used in combination with another key; its effect depends on the application software you are using.
- **Application key** (available only in selected geographic regions). Used, like the right mouse button, to open pop-up menus in a Microsoft Office application; may perform other functions in other software applications.
- **Easy Access keys**. Provide quick and easy access to favorite Web sites, applications, and services.
- **Editing keys**. Insert, Home, Page Up, Delete, End, and Page Down.

NOTE Press **Ctrl + Alt + Delete** to restart your computer.

The following indicator lights show whether these features are on or off:

- **Num Lock**
- **Caps Lock**
- **Scroll Lock**

Easy Access Software

Your Easy Access Keyboard Buttons are programmed to default assignments. The preinstalled Easy Access Software allows you to reprogram the Easy Access Buttons to reflect your personal preferences. You can reprogram the buttons to any program or service of your choice or to any Web site (URL).

Reprogramming and Locking the Easy Access Buttons

The Easy Access Keyboard icon is located on the Windows desktop status bar. The Easy Access Buttons are programmable.

For instructions about reprogramming the Easy Access Buttons, refer to the help file:

C:\Program Files\COMPAQ\Easy Access Button Support\CPQEAUI.hlp

Easy Access Paper Icon Insert

The paper icon insert functions as a visual aid in identifying the programmed destination of each Easy Access Button. Whenever you reprogram an Easy Access Button, use the Paper Insert Template document to select and print an icon that reflects the new button assignment. The Paper Insert Template.doc is installed in:

C:\Program Files\COMPAQ\Easy Access Button Support

The Windows Logo Key

Use the Windows Logo Key in combination with other keys to perform certain functions available in Windows.

- **Windows Logo Key** + **F1**. Displays a pop-up menu for the selected object.
- **Windows Logo Key** + **Tab**. Activates the next Taskbar button.
- **Windows Logo Key** + **E**. Launches Explore My Computer.
- **Windows Logo Key** + **F**. Launches Find Document.
- **Windows Logo Key** + **Ctrl** + **F**. Launches Find Computer.
- **Windows Logo Key** + **M**. Minimizes all open applications.
- **Shift** + **Windows Logo Key** + **M**. Undoes Minimize All.
- **Windows Logo Key** + **R**. Displays the Run dialog box.

Your workstation ships with a PS2 3-button or scroll mouse:

- Standard PS2 interface
- Compatible with Windows XP and Windows 2000
- Programmable third button or scrolling Internet wheel

Configuring Your Workstation

The BIOS setup program lets you configure your workstation. You can:

- set up BIOS-Access Administrator and User passwords

NOTE

These are **not** the Windows login password. These passwords are only used to limit access to the Setup Program Menus described on page 26.

- change the system boot order
- solve configuration problems

HP recommends that you note any changes you make to the system setup for later reference.

Viewing Your Workstation Configuration

The Summary screen gives you a summary of the current configuration of your workstation (BIOS version, CPU type, memory module size, and installed mass storage devices).

You should check the configuration of your workstation when you first use it and each time you install, remove, or upgrade accessories.

To check the configuration:

1. Shut down your workstation as described in “Shutting Down Your Workstation” on page 20.
2. Restart your workstation.
3. When the startup logo appears on your display, press **Esc**. The Summary Screen displays your configuration information for a short time.

Using the Setup Program

To start the Setup program:

1. Start (or restart) your workstation.
2. Press **F2** when **F2 Setup** appears at the bottom of the screen.

NOTE

If you fail to press **F2** in time and the startup process continues, you must allow your system to finish booting up, then restart your workstation and go through the POST again.

In the Setup program:

- The Main Menu presents a list of fields, such as the installed BIOS version and the date and time.
- A band along the top of the screen offers a list of menus. Select one of the following menus by using either the left or right arrow keys.
- A band along the bottom of the screen gives instructions for using the keyboard-driven menus.

Setup Program Menus

The **Main Menu** lets you:

- view the BIOS version
- reset configuration data
- set the system time
- set the system date

By default, “Reset Configuration Data” is set to **No**. Resetting the configuration causes the BIOS to assign resources to all devices instead of using what is stored in memory.

The **Advanced Menu** lets you view or configure:

- processor speed
- advanced features of the chip set
- PCI cards
- the Advanced Graphics Port video card
- settings for the integrated:
  - floppy disk drive controller
  - IDE controller and for attached IDE devices
  - SCSI controller (optional)
  - 10/100BT network interface
  - serial and parallel ports
  - audio controller

The **Security Menu** lets you:

- change or set the System Administrator Password, User Password, or Power-on Password (see “Setting Passwords” on page 28)
- prevent unauthorized startup from the floppy, optical drives, and IDE drives
- prevent unauthorized use of the floppy drive
- prevent a Plug-and-Play OS from changing the BIOS configuration settings
- prevent unauthorized changes to the boot sector

The **Boot Menu** lets you select the order of the devices from which you want the BIOS to attempt to start the OS. The Quickboot mode option allows the system to skip certain tests while booting. This decreases the time necessary to start the system.

The **Power Menu** lets you enable remote power-on. You can also set the mode of operation if an AC power loss occurs.

Setting Passwords

You can set passwords to provide different levels of protection for your workstation.

Using the Security Menu in the Setup program:

- The administrator can access and change all settings in the Setup program. The user can access and modify only certain items in the Main Menu.
- You can enable the Power-on Password option so that a password is required every time you start the workstation.

NOTE You must set an administrative password before you can set a user password.

To set up passwords:

1. Start the workstation and press **F2** when prompted to enter the Setup utility.
2. Select the **Security > Set Administrator Password** or **Security > Set User Password**.
3. When prompted, enter, then re-enter your password.
4. Select **Exit > Exit Saving Changes**.

Removing Passwords

To remove a password:

1. Start the workstation and press **F2** when prompted to enter the Setup utility.
2. Select **Security > Clear All Passwords**.
3. Select **Exit > Exit Saving Changes**.

Using Power Management

Power management lets you reduce the overall power consumption by slowing down workstation activity when idle. For more information about power consumption, refer to the hp workstation xw5000 Technical Reference Guide at **www.hp.com/workstations/support**.

Operating systems differ in their power-management capabilities. In Windows 2000 and Windows XP, you can select from two power-management modes:

- **Standby** is a low-power state in which the processor shuts off but the rest of the machine remains powered. Waking up the workstation from Standby mode is faster than from Hibernate mode because the RAM contents do not need to be restored. However, when the workstation is in Standby mode, it consumes more power than Hibernate mode because the memory remains powered.
- **Hibernate** makes the machine look and behave as if it is off, except that it remembers the state it was in before hibernation and can be awakened without a full OS boot. The OS copies the RAM contents out to a special location on the hard disk before entering hibernation. You must enable Hibernate mode through Power Options in Control Panel before it can be a shutdown option.

To wake the workstation from either mode, press the power button for less than four seconds.

To change your power-management settings:

1. Open the Power Management Control Panel:
   - In *Windows 2000 Professional*, select **Start > Settings > Control Panel**, then double-click **Power Options**.
   - In *Windows XP Professional*, select **Start > Control Panel.** Double-click **Power Options.**
2. Select the appropriate settings.

For more information about changing your power options, refer to your OS documentation.

Loading Software Applications for Your Optical Drive

The HP workstation xw5000 is available with several different optical drives. Each requires different software or drivers to operate properly:

- CD-ROM
- CD-RW
- DVD-ROM
- DVD+RW

CD-ROM

All drivers are pre-loaded. No additional software is required.

DVD, CD-RW and DVD+RW

Playing movies: If your workstation has a DVD or DVD+RW drive, you must install the HP applications and drivers from the CD included with your system before you can play movies.

Writing to discs: workstation has a CD-RW or DVD+RW drive, you must install the HP applications and drivers from the CD included with your workstation before you can use the write/rewrite functionality of the drive.

NOTE

No drivers are required for read-only access to these drives.

You cannot install a CD-RW and a DVD+RW in the same system.

To install these applications:

1. Download and install the latest IDE driver for your workstation from **http://www.hp.com/workstations/support**.
2. Run the installation program:
   a. Put the Applications CD in your CD-RW or DVD+RW drive.
   b. When the installation window appears:
      - Click **Start Installation** to begin the software installation wizard.
      - Click **Change Language** to select a language other than English, if necessary.

c. Click **Next** to begin the wizard and **Yes** to accept the License Agreement.

d. Select one or more of these choices and follow the onscreen directions for installation:

- *Core Applications.* Installs applications for creating data and music CDs and providing drive letter access to CD-RW or DVD+RW drives.

NOTE

If you do not install the Core Applications, you will not be able to write to CD or DVD media.

- *Sonic MyDVD.* Installs software to create original video DVDs.
- *HP Simple Backup.* Installs automated backup and disaster-recovery software.
- *PowerDVD.* Installs a video and movie DVD player.

e. When the installation wizard is complete, restart your system to complete the installation:

- Select **Exit**.
- Remove the Applications CD and click **Yes** when prompted.

NOTE

If your Internet connection requires proxy configuration, you must make a manual adjustment to RecordNow. After you install the software and reboot your system, launch RecordNow and click **Options**. Select the CDDB tab and check **Use a Proxy Server**. Enter the correct proxy information for your location.

Configuring Your Video Card and Monitor

All video cards that ship with your workstation support multiple refresh rates, resolutions, and color depths.

To configure video settings, access the Windows **Control Panel** and select **Display**. The specific features and options supported by your card appear.

For additional information, see the documentation that shipped with your card.

2 Troubleshooting

This chapter contains basic information to help you get your workstation up and running in the unlikely event that you experience a problem.

Solving Common Problems

This section contains information for diagnosing and solving common problems on the hp workstation xw5000.

- Your Workstation Does Not Start Properly — page 35
- You Find a Hardware Problem — page 37
  - Your System Does Not Start Properly — page 35
  - Keyboard and Mouse Problems — page 37
  - Video Problems — page 38
  - Optical Drive Problems — page 39
  - Audio Problems — page 41
- You Forgot Your Password — page 42
- Understanding the E-buzzer Beep Codes — page 43

For more detailed help, refer to the *hp workstation xw5000 Technical Reference Guide* at **http://www.hp.com/workstations/support/**.

If you still have problems, run Diagnostics for Windows (see page 46) and contact Customer Support.

Your Workstation Does Not Start Properly

Table 2-1 Your System Does Not Start Properly

The system doesn't power on.	
Make sure...	*How*
The system's power cord is properly connected.	Connect the power cord to a working power outlet and to the rear of the system.
There is a POST error.	
The POST can detect errors and changes to the configuration. In either case, a code and short description is displayed.	
Make sure...	*How*
You read the message and select the appropriate action.	• Press **F1** to ignore the message and continue. • Press **F2** to run the Setup program and correct a system configuration error. • Press **Enter** to see details about the message. After viewing these details, you are returned to the original POST display screen. **NOTE:** A list of POST errors with suggested solutions is included in the *hp workstation xw5000 Technical Reference Guide* at: **http://www.hp.com/workstations/support/**
If you still have a problem, see "Running Diagnostics for Windows" on page 46.	
There are one or more beeps and the system does not boot.	
When your workstation starts, the system tests your hardware for possible problems. If a critical problem is detected, the system emits audible beeps.	
Make sure...	*How*
You count the beeps to determine the error and suggested solution.	See "Understanding the E-buzzer Beep Codes" on page 43.

Table 2-1 Your System Does Not Start Properly (Continued)

The display is blank.	
Make sure...	*How*
Both the workstation and monitor power cords are firmly connected and plugged in.	Connect the power cords to a working power outlet and to the rear of the workstation and the display.
The outlet power is functioning.	Turn on any light switches, power strips, or surge protectors connected to the outlet.
The workstation and monitor are turned on. (The power light should be illuminated.)	Turn on the workstation and display using the power button. Make sure any power strips are turned on.

You Find a Hardware Problem

Table 2-2 Keyboard and Mouse Problems

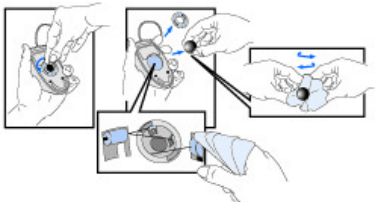
The keyboard doesn't work.	
Make sure...	*How*
The keyboard cable is correctly connected.	Ensure that the keyboard is connected to the keyboard connector rather than the mouse connector on the rear panel of the workstation.
The keyboard is free of debris.	Check all keys are at the same height, and none are stuck down.
The keyboard itself is not defective.	Either replace the keyboard with a known working unit or try the keyboard with another system.
The mouse doesn't work.	
Make sure...	*How*
The mouse cable is correctly connected.	Ensure that the mouse is connected to the mouse connector rather than the keyboard connector on the rear panel of your workstation.
You are using the correct driver.	Download the latest driver from **http://www.hp.com/workstations/support/**
The mouse is clean.	Clean the mouse ball as shown below. 
The mouse itself is not defective.	Replace the mouse with unit that is known to work or try the mouse with another system.
If the system starts but you still have a problem, see "Running Diagnostics for Windows" on page 46.	

Table 2-3 Video Problems

The system's power indicator light works but the monitor remains blank.	
Make sure...	*How*
The monitor is switched ON (LED is on).	Refer to the monitor manual for an explanation of the LED signals.
The monitor's power cord is correctly connected.	Ensure the power cord is plugged into a working grounded power outlet and into the monitor.
The graphics card is installed and the monitor (video) cable is correctly connected.	Ensure the video cable is properly connected to both the system and the monitor. Ensure that the cable is connected to the graphics card's connector.
The monitor's brightness and contrast settings are correctly set.	Check the settings using the monitor's OSD (on-screen display) or using controls on the front of the monitor.
The display works properly during the POST but goes blank when Windows starts.	
Make sure...	*How*
The display settings in Windows are compatible with your monitor.	1. Restart your workstation in VGA mode: a. After POST, as soon as the **Starting Windows...** message is displayed at the bottom of the screen, press **F8**. b. On the **Windows Advanced Options Menu**, select **Enable VGA Mode**. 2. After the Windows starts, change the display settings in the display properties control panel. Refer to your OS and monitor documentation for more information.

Table 2-4 Optical Drive Problems

The workstation does not boot from CD-ROM or DVD drive.	
Make sure...	*How*
The CD or DVD boot is enabled through the Computer Setup utility.	Run the Setup Program and enable booting to removable media and verify boot order settings. See “Setup Program Menus” on page 26.
A bootable CD is in the optical drive.	Insert a bootable CD in the drive.
CD or DVD devices are not detected or driver is not loaded.	
Make sure...	*How*
The drive is connected and configured properly.	See the *hp workstation xw5000 Technical Reference Guide* at: **http://www.hp.com/workstations/support**
Movie will not play in the DVD drive.	
Make sure...	*How*
The decoder software is installed properly.	Install decoder software. See “Loading Software Applications for Your Optical Drive” on page 30.
You can’t eject a CD.	
Make sure...	*How*
The disc is properly seated in the drive.	Turn off computer and insert a thin metal rod into the emergency eject hole and push firmly. Slowly pull the tray out from the drive until the tray is fully extended, then remove the CD.

Table 2-4 Optical Drive Problems (Continued)

The optical drive cannot read a disc or takes too long to start.	
DVD drives take longer to start because they must determine the type of media played, such as audio or video. Wait at least 30 seconds to let the DVD drive determine the type of media being played. If the CD still does not start, read the other solutions listed for this topic.	
Make sure...	*How*
The disc has been inserted right-side up.	Re-insert the CD with the label facing up.
The disc is clean and has not been scratched.	Clean CD or DVD with a cleaning kit, available from most computer stores.
Windows detects the optical drive.	1. Use Device Manager to remove or uninstall the device in question. 2. Restart your computer and let Windows detect the optical drive.
You can't record to a CD.	
Make sure...	*How*
You have the correct type of media.	• Verify that you are using the correct media for the drive. • Try a different brand of media. Quality varies widely among manufacturers.
You are recording at the correct speed.	Try using a slower speed when recording audio CDs.
You have the correct software installed.	Install the software from the Applications CD. See "Loading Software Applications for Your Optical Drive" on page 30.

Table 2-5 Audio Problems

The system has no sound.	
Check that...	*How*
Software volume control is not turned down or muted.	Double-click the Speaker icon on the taskbar, then set volume by adjusting the volume slider. If the volume is muted, clear the Mute check box.
The speaker or optical drive volume control is not turned down.	If your speakers or optical drive have volume control knobs, turn the knob to increase the volume.
External speakers are plugged into the correct audio jack.	Plug the external speakers into the correct port on the front- or rear-panel of the system. See “Connect the Components” on page 12.
The optical drive audio cable is properly connected.	Connect the audio cable between CD or DVD-ROM drive and the system board. See the *hp workstation xw5000 Technical Reference Guide* at **http://www.hp.com/workstations/support**.
Headphones or speakers connected to the line out connector are not muting the internal speaker.	Turn on and use headphones or external speakers, if connected, or disconnect headphones or external speakers.
The workstation is not in Standby mode.	Press the power button to resume from Standby mode.
Noise or no sound comes out of the speakers or headphones.	
Make sure...	*How*
The workstation is detecting the correct speaker/headphone type and analog-to-digital auto-sense is engaged.	• If you are using digital speakers that have a stereo jack and want the system to auto-switch to digital, use a stereo-to-mono adapter to properly engage the auto-sense feature. • If a stereo-to-mono adapter is not available, use the multimedia device properties to manually switch the audio signal from analog to digital. • If the headphones have a mono jack, use the multimedia device properties to switch the system to analog out.

You Forgot Your Password

If you forget the BIOS passwords for the workstation, you must clear them before you can set new passwords.

NOTE This is **not** the Windows login password. This password is only used to limit access to the Setup Program menus described in Chapter 1. If you forget the Windows login password for the workstation, see your OS documentation for instructions.

Clearing the BIOS User Password

If you forgot your User password and remember the Administrator password, you can clear the User password through the Setup Menu.

To clear the User password:

1. Start the Setup Program (page 26).
2. Enter the Administrator password when prompted.
3. Select **Security Menu > Clear all Passwords**.
4. Enter and confirm a new User password if needed.
5. Press **Esc** to leave the Security Menu.
6. Select **Exit > Exit Saving Changes** to save your changes.

Clearing the BIOS Administrator Password

To clear the Administrator password:

1. Turn off the workstation and remove the left side panel (see the *hp workstation xw5000 Technical Reference Guide* for additional information).
2. Set **switch 1** on the system board switch block to **On** (see the label on the inside of the left side panel for switch location).
3. Replace the workstation cover.
4. Turn on the workstation and press **Esc** when prompted to see the summary page.
5. When a message appears indicating that the passwords have been cleared, turn off the workstation and remove the cover.

6. Set **switch 1** on the system board block back to **Off**.
7. Replace the side panel.
8. If you want to set new passwords, follow the instructions given in “Setting Passwords” on page 28.

Understanding the E-buzzer Beep Codes

When your workstation starts, the system tests your hardware for possible problems. If a problem is detected, the e-buzzer will emit audible beeps and an encoded error signal that can be sent through a telephone line to an authorized Help desk or HP Support. This signal can be decoded by Help desk equipment to extract the workstation model, serial number, and details about any faults. To send this signal to HP Support, hold your telephone next to the speaker on the system front bezel when the system is booting.

Table 2-6 E-buzzer Beep Codes

No. Beeps	Component	Error	Solution
1	Processor	Processor absent, not correctly connected.	Contact HP Customer Care. See “Where to Get Help” on page 50.
2	Power Supply	Power supply is in protected mode.	Contact HP Customer Care. See “Where to Get Help” on page 50.
3	Memory	No memory, bad memory modules, or incompatible memory module.	1. Remove any newly installed RAM and reseat it. Ensure that memory is loaded in the correct order. 2. If the problem persists, contact HP Customer Care or replace the system RAM. See “Where to Get Help” on page 50 or the *hp workstation xw5000 Technical Reference Guide* at **http://www.hp.com/workstations/ support**.

Table 2-6 E-buzzer Beep Codes (Continued)

No. Beeps	Component	Error	Solution
4	Video Card	Graphics card failure.	1. Remove the graphics card and reseat it. 2. If the problem persists, remove the graphics card and replace it with a good card.
5	PCI Card	PCI card initialization problem.	1. Remove PCI cards until you find the one causing the failure. 2. Reseat the offending PCI card. 3. If the problem persists, replace the defective PCI card.
6	BIOS	Corrupted BIOS.	Perform a bios Boot Block Recovery. See the *hp workstation xw5000 Technical Reference Guide* at **http://www.hp.com/workstations/ support**.
7	System Board	Defective motherboard.	Contact HP Customer Care. See “Where to Get Help” on page 50.

Using Diagnostics for Windows

Diagnostics for Windows is a system information and diagnostic utility used in Windows to:

- Display system information
- Test system components
- Troubleshoot a device configuration problem

NOTE Run Diagnostics for Windows before contacting HP for warranty service. Diagnostics for Windows gives you information your support agent needs.

The Diagnostics utility includes two system scans:

- **Configuration Record** compares the notebook configuration at the time Diagnostics was installed to interim or current configurations.
- **Diagnostics** provides more complete information about your current configuration as well as options for testing components. You can display more or less information from anywhere in Diagnostics by selecting **Level** on the menu bar.

NOTE Both Diagnostics scans are designed to report on HP components. If non-HP components are scanned, the results may be inconclusive.

Installing Diagnostics for Windows

To install Diagnostics for Windows:

1. Close any Windows applications.
2. Follow the installation instructions for your OS:

   In *Windows XP Professional*:

   a. Select **Start > All Programs > Software Setup**. Click **Next**.

   b. Follow the instructions on the screen.

   In *Windows 2000 Professional:*

   a. Double-click the **Setup HP Software** icon on the desktop.

   b. Click **Next** and follow the instructions on the screen.
3. You must restart the workstation to complete the installation. You may be prompted to restart the workstation, or it may restart automatically.

Running Diagnostics for Windows

1. Start Diagnostics for Windows:
   - In *Windows 2000 Professional*, select **Start > Settings > Control Panel > Diagnostics for Windows**.
   - In *Windows XP Professional*, select **Start > Control Panel Performance and Maintenance > Diagnostics for Windows**.
2. From the **Categories Menu**, select the area you want to review.
   - Select **File > Save As** to save the information.
   - Select **File > Print** to print the information.
3. To close Diagnostics, select **File > Exit**.

Generating Diagnostics Test Information

To generate, save and print Diagnostics test information:

1. Start Diagnostics for Windows and select the **Test** tab.
2. Select the category or device you want to test.
3. Define the test(s) to be run:
   a. Select a test type:
      - **Quick Test** runs a quick, general test on each device in a selected category.
      - **Complete Test** performs maximum testing on all devices in a selected category.
      - **Custom Test** performs maximum testing on a selected device.
   b. Select a test mode:
      - **Interactive Mode** provides maximum control over the testing process. You determine whether the test passed or failed and you may be prompted to insert or remove devices.
      - **Unattended Mode** does not display prompts. If errors are found, they are displayed when testing is complete.
4. To run the selected test(s), click **Begin Testing**.
5. To display, save or print the test results, select a tab and click the **Save** or **Print** button:
   - **Status Tab** summarizes the tests run, passed, and failed during the current testing session.
   - **Log Tab** lists tests run on the system, the numbers of times each test has run, the number of errors found on each test, and the total run time of each test.

NOTE

The Log Tab does not have a print button. Save the log, then print the file from Windows Explorer.

   - **Error Tab** lists all errors found on the computer with their error codes.

Restoring Your OS and Software from CD

Restore the original OS and factory-installed software by using the CDs provided with your workstation. Carefully read and follow the instructions that came with the CDs. For questions about problems with these CDs, contact HP Customer Care (see “Where to Get Help” on page 50).

WARNING **The operations you perform using the recovery CDs permanently erase the contents of your hard disk. Always back up your data and personal files before using the recovery CDs.**

Workstation Technical Characteristics

NOTE

Operating temperature and humidity ranges may vary depending on the mass storage devices installed. High humidity levels can cause improper operation of disk drives. Low humidity ranges can aggravate static electricity problems and cause excessive wear of the disk surface.

When you turn off your workstation with the power button on the front panel, the power consumption falls below 10W, but is not zero. To reach zero power consumption when the computer is off, either unplug the workstation from the power outlet or use a power strip with a switch.

Table 2-7 Workstation Technical Characteristics

Weight	17-20 kg (37-44 lb.), depending on configuration
Dimensions: Tower Rackmount (with cosmetic foot removed)	 449 mm (17.7 in.) tall, 210 mm (8.3 in.) wide, 515 mm (20.3 in) deep 210 mm (8.3 in.) tall, 440 mm (17.3 in.) wide, 515 mm (17.3 in.) deep
Footprint	108150 mm^2 (168.5 $in.^2$)
Power Supply: Input voltage Input frequency Min efficiency Max input power Max output power	 Auto-ranging, 100-250V 50-60 Hz 65% 492W 320W
Operating Humidity	15% to 80% (relative, non-condensing) at 35° C (95° F)
Storage Temperature	-40° C (-40° F) to 70° C (158° F)
Operating Temperature	10° C (50° F) to 35° C (95° F)
Altitude	Operating: 0 ft. to 10,000 ft. (3100 m) Non-operating: 0 ft. to 15,000 ft. (4600 m)

Where to Get Help

HP Customer Care Centers can help you solve problems related to HP products and, if necessary, initiate appropriate service procedures. Support is available on the web and by phone.

For information on contacting HP Customer Care, see the Warranty and Support Guide or go to **http://www.hp.com/workstations/support/**.

Additional Documentation

The following documentation is available:

- *Installation Poster* — basic information on setting up your new workstation.
- *Getting Started Guide* (this document) — information on setting up and configuring your new workstation, along with basic troubleshooting information.
- *Technical Reference Guide* — detailed information on installing and replacing parts, troubleshooting, and configuring the workstation.
- *Illustrated Parts Map* — list of supported parts and accessories and a table of basic BIOS settings and menus.
- *Safety and Comfort Guide* — information on using your workstation safely and avoiding injury or discomfort.
- *Warranty and Support* — warranty for your workstation and information on contacting HP Customer Care.
- *Recovery CD Instructions* — detailed instructions on restoring your OS if you need to restore the workstation to the original shipping configuration.

These documents and additional online support information, firmware upgrades, and drivers are available from the HP web site at:

http://www.hp.com/workstations/support

After accessing the site, select the appropriate hardware. Selected publications are also available as printed books.

A Regulatory Information

Declaration of Conformity according to ISO/IEC Guide 22 and EN 45014

Manufacturer: Hewlett-Packard Company
3404 East Harmony Rd.
Fort Collins, CO 80528
USA

Declares that the:

Product Type: Computer Workstation/Server
Marketing Designation(s): xw5000 and xw8000
Regulatory Model Number: fclsa-0203
Product Options: all

conforms to the following specifications:

Safety
IEC 60950:1991+A1+A2+A3+A4/EN 60950:1992+A1+A2+A3+A4
IEC 60825-1:1993/EN60825-1:1994+A11 Class 1 for LED's and Lasers
U.S.A 21CFR Subpart J – for FC Laser module
China GB4943-1995
Russia GOST R 50377-92

EMC
CISPR 22: 1997 / EN 55022: 1998 Class A
CISPR 24: 1997 / EN 55024: 1998
Also compliant with...
EN 61000-3-2: 1998
EN 61000-3-3: 1995
EN 61000-4-2: 1999 - 4 kV CD, 8 kV AD
EN 61000-4-3: 1996 - 10 V/m
EN 61000-4-4: 1995 - 2 kV Signal, 4 kV Power Lines
EN 61000-4-5: 1995 - 1 kV Differential mode, 2 kV Common mode
EN 61000-4-8: 1993 - 3 A/m
EN 61000-4-11: 1994
U.S.A FCC Part 15, Class A
Japan VCCI Class A
Australia/New Zealand AS/NZS 2046:1997, AS/NZS 3548:1995
China GB9254-1988
Region of Taiwan CNS 13438:1997 Class A
Russia GOST R 29216-94

and is certified or verified by:

UL Listed to UL1950, 3nd edition, File E146385
cUL Listed to CSA 22.2 No. 950-M93
TUV Certified to EN60950 2nd edition with A1+A2+A3+A4
HP Fort Collins CCQD HTC

Supplementary information:
The product herewith complies with the requirements of the following Directives: Low Voltage Directive 73/23/EEC and the EMC directive 89/336/EEC and carries the CE marking accordingly.
This product was tested in a typical Hewlett-Packard system configuration.

For Compliance Information ONLY, contact: European Contact: Hewlett-Packard, HQ-TRE, Herrenberger Strasse 140, D-71034 Boeblingen (FAX: +49-7031-14-3143)
Americas Contact: Hewlett-Packard, WGBU Quality Manager., 3404 E. Harmony Road, Fort Collins, CO 80528, U.S.A. (FAX: (970) 898-4556)

Regulatory Information

Federal Communications Commission Radio Frequency Interference Statement (for USA only)

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules and the Canadian Department of Communications. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Hewlett-Packard's FCC Compliance Tests were conducted with HP-supported peripheral devices and HP shielded cables, such as those you receive with your system. Changes or modifications not expressly approved by Hewlett-Packard could void the user's authority to operate the equipment.

Notice for Canada

This Class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.
Cet appareil numérique de la Class A respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

Safety Warning for the USA and Canada

If the power cord is not supplied with the computer, select the proper power cord according to your local national electric code.
USA: use a UL listed type SVT detachable power cord.
Canada: use a CSA certified detachable power cord.

For your safety, never remove the system's cover without first removing the power cord and any connection to a telecommunication network. Always replace the cover before switching on again.

Si le cordon secteur n'est pas livré avec votre ordinateur, utiliser un cordon secteur en accord avec votre code electrique national.
USA: utiliser un cordon secteur "UL listed," de type SVT.
Canada: utiliser un cordon secteur certifié CSA.

Pour votre sécurité, ne jamais retirer le capot de l'ordinateur sans avoir préalablement débranché le cordon secteur et toute connection à un réseau de télecommunication. N'oubliez pas de replacer le capot avant de rebrancher le cordon secteur.

Notice for France

Il y a danger ïexplosion s'il y a remplacement incorrect de la batterie. Remplacer uniquement avec une batterie du même type ou ïun type equivalent recommandé par le constructer. Mettre au rebut les batteries usagées conformément aux instructions du fabricant.

Notice for the Netherlands

Bij dit apparaat zijn batterijen geleverd. Wanneer deze leeg zijn, moet U ze niet weggooien maar inleveren als KCA.

Notice for Germany

Wenn die Batterie nicht korrekt eingebaut wird, besteht Explosionsgefahr. Zu ihrer eigenen Sicherheit sollten Sie nicht versuchen, die Batterie wiederaufzuladen, zu zerlegen oder die alte Batterie zu verbrennen. Tauschen Sie die Batterie nur gegen den gleichen oder ähnlichen Typ aus, der vom Hersteller empfohlen wird. Bei der in diesem PC intergrierten Batterie handelts sich um eine Lithium-Batterie, die keine Schwermetalle enthält. Batterien und Akkumulatoren gehören nicht in den Hausmüll. Sie verden vom Hersteller, Händler oder deren Beauftragten kostenlos zurückgenommen, um sie einer Verwertung bzw. Entsorgung zuzuführen.

Noise Declaration for Germany

Lärmangabe nach Maschinenlärmverordnung - 3 GSGV (Deutschland)
LpA < 70 db am Arbeitsplatz normaler Betrieb nach EN27779: 11.92.

Notice for Japan (Class A)

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準に基づくクラスＡ情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。

Notice for Korea

사용시 안내문 (A급 기기)

이 기기는 업무용으로 전자파장해검정을 받은 기기이오니,만약 잘못 구입하셨을 때에는 구입한 곳에서 비업무용으로 교환하시기 바랍니다.

Notice for Taiwan

警告使用者:
這是甲類的資訊產品，在居住的環境中使用時，可能會造成射頻干擾，在這種情況下，使用者會被要求採取某些適當的對策。

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